

HMO Blue Texas

Austin

Survey (CAHPS™3.0H) Results
Response Rate 43%

State Averages

Compiled from the 31 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 34%

Percentage who rated
6 or lower

Percentage who rated
7 or 8

Percentage who rated
9 or 10

The bar graph is
on a scale from
0 = worst and
10 = best.

On their health plan

26%

41%

33%

On their health care

14%

42%

44%

On their specialist

21%

25%

54%

On their doctor or nurse

14%

40%

46%

State Averages

21%

38%

41%

12

35%

53%

13

29%

57%

13

35%

52%

Percentage who said they
sometimes or never...

Percentage who said they
usually...

Percentage who said they
always...

Got care without long waits

23%

34%

43%

Had doctors communicate well

9

33%

57%

Had courteous, respectful, & helpful office staff

10

32%

59%

Had their plan handle claims quickly & correctly

15%

37%

48%

State Averages

24%

32%

45%

8

30%

62%

8

26%

66%

11

34%

55%

Percentage who said they had
BIG problems...

Percentage who said they had
SMALL problems...

Percentage who said they had
NO problems...

Getting needed care

8

16%

75%

With efficiency & helpfulness of customer service

12%

24%

65%

State Averages

7

15%

78%

7

21%

72%